

# Provider Customer Service Program (PCSP) of the Year - 2014

## Extraordinary Performance... Extraordinary Results

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Contractor Name	_____	Jurisdiction	_____
Program	_____	Contact	_____
(HH+H MAC, A/B MAC, DME MAC)	_____	Information	_____

### Part I - General Instructions

1. In order to be considered for the PCSP of the Year Award, contractors shall complete this template to submit their nomination.
2. Contractors shall submit a nomination by contract type (HH+H MAC, A/B MAC, DME MAC).
3. All applicable supporting documentation must be attached to this template at the time of submission.
4. Contractors must verify the accuracy of the information and data included on their nominations before submission to CMS.
5. The completed nomination template shall not exceed 10 pages total. This limit does not apply to the nomination supporting documentation.
6. Nominations are due by close of business August 15, 2014.
7. Contractors may review the 2014 PCSP of the Year DOs and DON'Ts before outlining the MAC's accomplishments in the Nomination Template so that they are presented strategically.
8. CMS will only consider accomplishments denoted in the award submission materials. However, in order to perform a comprehensive evaluation of a MAC's nomination for the **PCSP of the Year**, CMS may choose to perform, at a minimum, some of the following activities: conduct interviews (i.e., from partners and collaborators that may include CMS Regional Office/Central Office staff, providers), validate/analyze performance data, and/or ask for references or request additional information about the nominee.
9. Nominations from previous winners must clearly differentiate the work that distinguishes their 2014 **PCSP of the Year** Award nomination from the work that was the basis for a previous **PCSP of the Year** award.
10. For accomplishments where an outstanding and consistent level of performance improvement was achieved, contractors may describe any special challenges or circumstances that inhibited the ability to meet PCSP performance standards and elaborate on how the contractor overcame those challenges in order to reach that outstanding and consistent level of performance.
11. All nominations shall be submitted electronically, except for any supporting documentation that is not available electronically. The supporting documentation can either be e-mailed or mailed via U.S. Postal Service or FedEx.
  - E-mail nominations and supporting documentation to the Provider Services Mailbox at [providerservices@cms.hhs.gov](mailto:providerservices@cms.hhs.gov) with the subject line: PCSP of the Year Nomination.
  - Send hardcopy supporting documentation not available electronically to arrive by August 15, 2014 to:  
PCSP of the Year Supporting Documentation  
CMS/CM/PCG/DCPC  
7500 Security Boulevard, Mailstop C4-13-07  
Baltimore, MD 21244-1850
12. Send questions and comments about the PCSP of the Year nomination process to the Provider Services Mailbox at [providerservices@cms.hhs.gov](mailto:providerservices@cms.hhs.gov) with the subject line: PCSP of the Year Nomination Process.

## Nomination Template

### Part II – Accomplishments

Please complete one of the numbered tables below for each of the accomplishments the PCSP would like to present to CMS. Follow the description on each of the fields for the item reflected in the table below. Contractors may include more than 5 accomplishments by copying and pasting the accomplishment table and changing the accomplishment's number.

Accomplishment Number/Name	Enter the number and a descriptive name of the contractor's accomplishment.
CMS' Goals	<p>Select all applicable goals for the accomplishment:</p> <ol style="list-style-type: none"> <li>1. Integrated PCC, POE, and PSS Technology in performing the PCSP work.</li> <li>2. Service accountability – The extent to which a PCSP's accomplishments reflect a culture of responsibility and responsiveness towards the Medicare program and its providers.</li> <li>3. Enhanced provider experience.</li> <li>4. Outstanding performance.</li> <li>5. Provider satisfaction through timely delivery of accurate and consistent information.</li> <li>6. Enhanced accessibility to provider customer service and self-service tools.</li> <li>7. Savings to the Medicare Trust Fund through the reduction of provider claim submission error rates/improper payments.</li> <li>8. Enhanced communication and collaboration to improve internal (other functional departments within the MAC's operations) and external (CMS, other MACs, Medicare partners, providers) partnerships.</li> <li>9. Enhanced data analysis resources to improve management capabilities, such as monitoring and reporting.</li> <li>10. Enhanced PCSP due to creative/innovative solutions.</li> <li>11. Streamlined PCSP operation increasing effectiveness, efficiency, reliability and/or optimization of resources.</li> <li>12. Maintaining a cost-effective PCSP operation.</li> <li>13. Improved PCSP productivity, team work, morale, training and retention.</li> <li>14. Contributions (i.e., as a leader, outstanding contributor, key player) leading to improved PCSP operations at a national level (e.g., overall PCSP performance, self-service technology, quality of operations, provider education and outreach, staff development and idea sharing with CMS and other MACs.)</li> <li>15. Other: _____</li> </ol>
Award Criteria	<p>Select all applicable criteria for the accomplishment:</p> <ol style="list-style-type: none"> <li>1. Approaches That Show Proven Results</li> <li>2. Creative/Innovative Approaches</li> <li>3. Strategic Collaboration</li> </ol>
Implementation Date	Please note that accomplishments cited in the nomination should be noteworthy, achieved anytime in the previous 12-month period ending in July 2014, and show a trend covering several months. However, the activities leading to the accomplishments may have been implemented prior to 2014. Newly awarded MACs, if any, may cite accomplishments occurring in their legacy contracts/prior MAC contracts as long as the service areas for the MAC and legacy contracts/prior MAC contracts are similar and/or if the practices leading to the accomplishments are continuing under the MAC contract.
Description	Describe the accomplishment and/or the nature of the program and/or initiative that was achieved.
Outcome (Broad Benefits/Results)	Describe the actual achievement. Elaborate on what was accomplished and the broad benefits and proven results delivered that made it a noteworthy accomplishment.

## Nomination Template

<b>Accomplishment 1</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

<b>Accomplishment 2</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

<b>Accomplishment 3</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

<b>Accomplishment 4</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

<b>Accomplishment 5</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

### Part III – Open Question

Why should CMS select your contractor's PCSP as the PCSP of the Year? (Please limit the response to no more than 500 words)